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Michael Baer
Program Manager
Email: michael.x.baer@sprint.com

June 17, 2008

Mr. Jon Cray
Public Utilities Commission of Oregon
550 Capitol Street NE Suite 215
Salem, Oregon 97301-2551

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Cray,

Sprint has provided you the following information to support your filing with the Federal Communications Commission (FCC) for the State of Oregon:

An annual Complaint Log which includes complaints received between June 1, 2007 and May 31, 2008 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

Please note that the Public Notice from the FCC has not been released yet. As soon as I receive it, I will forward it to you.

As mandated by the FCC, Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of intrastate relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic copy of the complaint log on a CD (formatted in an IBM compatible format using Word 97 or compatible software) on or before Tuesday, July 1, 2008. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 1, 2008 to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Arlene Alexander
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C408
Washington, DC 20554

Should you have any questions concerning this report, please call me at 800-346-5035 Voice, 925-904-4000 videophone, or email me at michael.x.baer@sprint.com.

Sincerely,



Michael Baer
Program Manager – Western Region

Attachments:

- 1) Log Sheets
- 2) CD



Oregon

Theodore R. Kulongoski, Governor

Public Utility Commission

550 Capitol Street NE, Suite 215

Mailing Address: PO Box 2148

Salem, OR 97308-2148

Telephone Assistance Programs

1-800-848-4442

Local: 503-373-7171

TTY: 1-800-648-3458

Local TTY: 503-378-6962

Fax: 1-877-567-1977

July 14, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-B204
Washington, DC 20554

RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch,

The State of Oregon has enclosed materials to address the Federal Communications Commission (FCC) mandate that an annual log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services be filed with the FCC.

- Enclosed is the annual Complaint Log which includes complaints received between June 1, 2007 and May 31, 2008 with the date of complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

An additional copy has been mailed to:

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Attention: Arlene Alexander
445 12th Street, SW, Room 3-C408
Washington, DC 20554.

If you have any questions or concerns, please contact me at 503-373-1400 or via e-mail at jon.cray@state.or.us.

Respectfully,

Jon Cray, RSPF Program Manager

CC: Thomas Chandler, FCC
Diane Mason, FCC
Arlene Alexander, FCC
Lee Beyer, PUC Commission Chairman
Ray Baum, PUC Commissioner
John Savage, PUC Commissioner
Rick Willis, PUC Executive Director
David Poston, PUC Central Services Division Administrator
Mike Baer, Sprint Nextel Relay Program Manager



Complaint Tracking for OR (06/01/2007-05/31/2008). Total Customer Contacts: 55

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	5/31/2008	TTY customer said the Communication Assistant interrupted her while she was giving the number to dial. Customer had typed 664 and then the Communication Assistant interrupted her. Customer felt Communication Assistant was rude and did not follow the rules. TTY customer wants a follow up call.	6/3/2008	Relay Program Manager apologized for Communication Assistant's rudeness and explained that the Communication Assistant has been coached by the Team Leader. Customer was satisfied and happy.
2	5/30/2008	Customer unable to make long distance calls via CapTel.	5/30/2008	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Technical support resolved problem by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
3	5/30/2008	Customer unable to make long distance calls via CapTel.	5/30/2008	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Technical support resolved problem by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
4	5/29/2008	Communication Assistant requested Team Leader assistance because customer was complaining that Communication Assistant took too long to leave a message and was using profane language.	5/29/2008	Team Leader tried to explain and apologize for confusion, but TTY user continued to use profane and abusive language towards the Team Leader. Call was disconnected.
5	5/28/2008	Customer unable to make long distance calls via CapTel.	5/29/2008	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Technical support resolved problem by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

6	5/28/2008	Customer unable to make long distance calls via CapTel.	5/29/2008	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Technical support resolved problem by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
7	5/23/2008	Customer can not get captions on 2Line CapTel.	5/23/2008	Advised disconnecting fax machine that shares second line and test calls confirmed this resolved experience. Also advised setting fax machine up on duplex jack with first line to avoid data connection interruptions in future.
8	5/22/2008	Customer requested help in programming calling card number into speed dial memory	5/22/2008	Assisted customer with putting calling card number into speed dial memory.
9	5/21/2008	Customer unable to make long distance calls via CapTel.	5/21/2008	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Technical support resolved problem by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
10	5/19/2008	Communication Assistant interrupted and hung up on caller. Communication Assistant told caller they were not allowed to use abusive language. Caller requested a follow up.	5/19/2008	Team Leader met with the Communication Assistant. Communication Assistant said she remembered the call and claimed she did not say the caller could not use abusive language nor did she hang up on the caller. The computer just shut down and the screen went blue. Communication Assistant was coached about transparency and hanging up on calls. Team leader attempted three times to contact customer with no success.
11	5/19/2008	Customer unable to make long distance calls via CapTel.	5/19/2008	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Technical support resolved problem by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

12	5/16/2008	Customer's signal device does not alert them of incoming calls	5/16/2008	Discussed proper procedure for setting up signaling device in relation to CapTel.
13	4/20/2008	Customer cannot access OTRS using 711, 1-800-735-2900, and 1-800-375-0644 as he previously could for the past few weeks. The complaint was forwarded to Relay Program Manager from the Oregon Public Utility Commission (PUC) staff.	5/4/2008	Relay Program Manager contacted the customer and provided ASCII hyper terminal step-by-step set up instructions. Relay Program Manager advised customer to configure the port speed to 1200. Customer has reconfigured the program and is able to access OTRS.
14	5/15/2008	Customer shared feedback regarding delay of captions during their call. Captions lag too far behind voice	5/15/2008	Suggested customer document the date, time, Communication Assistant ID number so that we can try to find the cause of the delay. Provided customer with possible reasons for delay including phone line quality and the inability to recognize some of the words during the conversation.
15	5/14/2008	Customer complained that Call Waiting was disrupting the captions on their CapTel.	5/14/2008	Advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.
16	5/12/2008	Customer stated they are unable to use their CapTel on DSL telephone line.	5/13/2008	Advised customer to filter all telephone devices on DSL telephone lines to enable use of CapTel.
17	5/12/2008	Customer unable to make long distance calls through CapTel.	5/13/2008	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Technical support resolved problem by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

18	5/9/2008	Customer requested information about 2Line CapTel.	5/9/2008	Advised caller on how to order and configure second phone line for 2 Line CapTel.
19	5/8/2008	Customer is unable to dial out on CapTel.	5/8/2008	Appears that trouble dialing out is connected to bad wall jack. Consumer moved the CapTel to another jack which resolved issue.
20	5/7/2008	Customer contacted Oregon PUC to report that she is having continued garbling during her Oregon relay calls. A printout tape of one of her conversations was provided to the Oregon PUC Program Manager. Ultratec ruled out any technical problems with the TTY equipment. Customer claimed calls she made through Arizona Relay are transmitted clearly. Opened trouble ticket. Notified Oregon PUC Program Manager of the ticket. Follow up requested.	5/21/2008	Relay Program Manager contacted the SME on this complaint and followed up with customer to confirm the Communication Assistant ID number. The customer did not have the Communication Assistant ID number. Relay Program Manager advised the customer to provide a valid four digit Communication Assistant ID number in the future and encouraged to her contact Customer Service if she continues to experience garbling issues. Customer acknowledged the request.
21	5/7/2008	Customer complained that they were unable to retrieve answering machine messages.	5/7/2008	Advised Qwest technician to unplug the CapTel from the answering machine and use a Y-jack at the wall for both items.
22	5/5/2008	Customer asked Communication Assistant to dial a number for her and the Communication Assistant just hung up on her. Customer requested a follow up with a return call.	5/5/2008	Relay Program Manager contacted the customer on TTY and customer is now satisfied with relay. Educated the customer to document the Communication Assistant ID, time and date of call and to contact Customer Service for any further problems.
23	4/30/2008	Customer unable to make long distance calls via CapTel.	4/30/2008	Long distance network problem identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Technical support resolved problem by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

24	4/27/2008	Customer said they tried calling 1-800-735-1232 for the Oregon Relay voice line and gets TTY tones.	5/2/2008	Customer Service notified customer that we could brand the line Voice but there are many different extensions that the company calls in on and branding wouldn't fix the problem. I suggested they try dialing 711 and if that doesn't work to just wait through the handshake sequence. Relay Program Manager called the phone number and has been transferred twice and is unaware of the person who originated the complaint to Customer Service and left a message with the manager's medical office. Relay Program Manager acknowledged that the customer received education on how to dial 711 and the procedure with 800 relay number (i.e. wait until Communication Assistant appears to process the call).
25	4/25/2008	Customer asked Communication Assistant to explain how relay service works. Customer stated Communication Assistant did not answer him and wants her trained on how to explain the service. Customer wants follow up phone call after Communication Assistant has been coached.	4/25/2008	After call, the Team Leader asked Communication Assistant what she told him. She said "I told him I would place the call and will repeat what the caller says". The Communication Assistant also said she did not know what information the customer wanted beyond that. Team Leader contacted customer for follow up via telephone on 4/25/2008.
26	4/22/2008	TTY customer stated that the Communication Assistant who was given a local number incorrectly dialed a long distance call (prefix 955 instead of 995). Customer disconnected the call immediately. No follow up needed.	4/22/2008	Team Leader met with the Communications Assistant about the incorrectly dialed number. She did remember the incident and was very sorry about dialing the wrong number. Team leader advised her to just take a little more time when entering the number. Communication Assistant said she would.

27	3/26/2008	Communication Assistant hung up on customer after he had typed a message for his grandmother. He had to call relay back to leave the message.	3/26/2008	Complaint forwarded to Team Leader who met with Communication Assistant and discussed the ramifications of disconnecting calls, provided instructions on the proper way of leaving a message on an answering machine and following customer instructions.
28	3/20/2008	Customer shared feedback regarding accuracy of captions.	3/20/2008	Customer Service Representative apologized for incident and thanked customer for the feedback. Suggested customer document the date, time, Communication Assistant # so we could take further action. Customer returned with a Communication Assistant # of a call that had a word error that confused her. Example was shared with Call Center Management and follow up occurred with the Communication Assistant.
29	3/15/2008	Communication Assistant made mistake on call and did not relay information correctly causing confusion between voice user and daughter. Voice user told daughter through relay not to spend the night. Daughter thought otherwise.	3/15/2008	Communication Assistant remembered call and said the mother and daughter were arguing about whether or not the daughter could spend the night. Communication Assistant believes she relayed call accurately.

30	3/14/2008	Technical - General	3/15/2008	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/2008 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
31	2/6/2008	Oregon voice user complains she can not reach her daughter, a TTY user, by dialing 711 or the toll free voice number. When the TTY user picks up to type hello, the line disconnects. She is able to connect dialing direct TTY to TTY. Opened trouble ticket. Customer provided contact information and wants a phone call with resolution from Relay Program Manager.	2/27/2008	Relay Program Manager made 6 calls before reaching customer on 2/18/2008. Voice user stated that there is still a problem using 711 to reach her deaf daughter. Both parties were not connecting. She also mentioned that she tried to use 711 and 800 relay number on 2/15/2008 and the problem remains the same of the calls disconnecting. Relay Program Manager apologized and acknowledged that this matter is being addressed. Relay Program Manager confirmed with the customer that she is not experiencing any problems. Relay Program Manager encouraged the customer to contact Customer Service anytime if problems return or if any new ones arise. The customer was appreciative of efforts.
32	1/24/2008	Customer complained that Communication Assistant was very rude when she mistakenly started talking while TTY user was typing. She felt like the Communication Assistant was scolding her for making a mistake by talking too soon and thought someone should know because it wasn't very good customer service. No follow-up requested.	1/24/2008	Team Leader spoke to the Communication Assistant about correct procedures for redirecting voice customers. The Communication Assistant understands that they must be polite and professional when talking to voice customers. The Communication Assistant will get a Team Leader in the future if they have any issues.

33	1/23/2008	Oregon customer using a cell phone calling TTY customer through relay hears a beep and TTY tones before the line disconnects. Customer states this has been happening intermittently for the past 4 to 5 months but for the past month every time she attempts to call this happens. Opened trouble ticket. Follow up requested.	2/4/2008	It's a known platform issue from cellular towers. The issue has been resolved through a software release. Relay Program Manager left a message on the answering machine after three attempts to reach the customer.
34	1/14/2008	Customer complained that CapTel disconnects and reconnects during calls.	1/14/2008	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce occurrence.
35	1/12/2008	Customer is calling from a prison and is unable to make a collect call. He says that when he tries to call the Communication Assistant tells him they can't process his call because he is calling from a correctional institution. The customer would like to be mailed a letter updating him of the situation to the address he provided.	2/6/2008	In order to resolve the complaint, Customer Service sent a letter requesting for additional information i.e. date of incident, time and CA ID number on 2/6/2008. As of 5/31/2008, no response received.
36	12/5/2007	Oregon TTY customer states the Communication Assistant did not answer. Customer waited 10 minutes before disconnecting. No follow up needed.	12/5/2007	Customer Service apologized to the customer. Team Leader met with Communication Assistant and reminded her to pay very close attention to the call on her screen. If she needs to disconnect, she should summon the Team Leader to have them document before any disconnection takes place.

37	11/19/2007	Customer stated they were unable to make CapTel Relay calls to CapTel user.	11/19/2007	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make CapTel Relay calls to CapTel user successfully.
38	11/16/2007	A voice customer called to say that when she calls a Voice Carry Over user through Oregon Relay, the line disconnects when he picks up the phone. They have tried two different TTYs and it is the same. When she calls TTY to TTY she does not have this problem. Opened trouble ticket. Follow-up requested.	11/29/2007	Customer service and technicians have worked with the Voice Carry Over user involved in this complaint and had the consumer turn off the "ASCII seek" component on the TTY. After several test calls, the problem was resolved. Left several messages for voice customer to contact customer service back if there are further problems.
39	11/6/2007	TTY customer gets disconnected when attempting to connect to Oregon Relay. Opened trouble ticket. Follow-up requested.	12/4/2007	Relay Program Manager called customer and left voice message informing customer that this is a technical issue and a network release to solve this issue will occur on 11/30/2007. Relay Program Manager gave customer the 800 number to call back if there continues to be disconnect problems after that date.
40	11/5/2007	Customer shared generalized feedback regarding the captions on the retrieval of his answering machine messages.	11/5/2007	Customer Service Representative apologized for incident and explained how captions are produced. Suggested customer use their replay capability to allow the captionist to listen again to the messages. Customer was encouraged to also document the date, time and Communication Assistant ID number on any specific call for more precise follow up with Call Center personnel.

41	11/2/2007	An Oregon voice caller called to complain that when she called her daughter the phone rang and then disconnected before she could get connected. Opened trouble ticket. Follow up requested.	11/19/2007	Relay Program Manager called to follow up on 11/13/2007. Customer's phone was busy from 2:45 to 3:45. Relay Program Manager contacted customer on 11/14/2007. Customer states that disconnects occur often. Relay Program Manager gave the customer the Relay Program Manager e-mail address for future reference if this problem continues and to include in e-mail specific information such as dates, times and Communication Assistant ID number to determine if this is a technical or Communication Assistant issue. Customer e-mailed Relay Program Manager on 11/19/2007 to inform Relay Program Manager that this problem appears to be resolved and that there have been no further problems with disconnects in the past week.
42	10/16/2007	Customer complained that CapTel disconnects and reconnects during calls.	10/17/2007	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce occurrence.
43	10/16/2007	TTY customer is unable to complete long distance call via Oregon Relay. Complaint information submitted by Oregon PUC Program Manager. Opened trouble ticket. Customer requested follow-up.	11/5/2007	This is a known technical issue. A letter has been sent to the Oregon PUC and customer explaining the technical issue and resolution. The resolution has been dispatched system wide on 10/30/2007. There should no longer be problems with long distance identification.
44	10/10/2007	Customer complained that the Communication Assistant created confusion on the call. When the Communication Assistant typed the words "One Moment Please", the customer asked about the delay. The Communication Assistant responded by stating "Communication Assistant has to fix the keyboard" to which the customer asked, "is my party on the line?" The Communication Assistant was evasive and never provided an answer to her question. He did not keep the customer informed. The customer provided a printout of the conversation to the Relay Program Manager. Follow up requested.	10/10/2007	Team Leader met with the Communication Assistant to discuss this occurrence. The Communication Assistant has been placed on corrective action per call center manager. Relay Program Manager has communicated the resolution to the customer. Complaint closed due to implemented resolution.

45	9/25/2007	Customer stated they are unable to call a business 800 number via their CapTel.	9/25/2007	Customer is unable to reach a business entity's 800 number from her CapTel. Customer experienced a busy signal. CapTel worked with the business entity's 800 number provider on the customer's behalf. The business entity identified an inbound trunk in their system was blocking TRS marked calls. This block was removed promptly upon identification.
46	9/24/2007	Voice user complained that they are unable to make long distance calls to a CapTel user.	9/24/2007	Technical support made an adjustment in the system to resolve other party's experience, which rendered them now able to make long distance captioned calls to CapTel user successfully.
47	9/17/2007	Customer complained that they were not receiving caller ID information on their CapTel.	9/28/2007	A technical problem was reported that affected how CID propagates through the CapTel system which affected a small number of users. Technical support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
48	9/17/2007	Oregon TTY customer called to complain that she could not get through the relay 800 number all day Saturday and for the past hour today. She kept getting busy signals and on Saturday she had an emergency and had to drive half an hour to use someone else's phone. Opened trouble ticket. Follow-up requested.	9/25/2007	Relay Program Manager has been in contact with the customer by e-mail and phone since 9/17/2007. This issue was reviewed and corrected by both Sprint and Verizon technicians who communicated switch information between both companies to resolve the issue. The resolution has been communicated to the customer who has reported no relay problems since 9/25/2007.

49	8/3/2007	Customer said Communication Assistant handled the call well but was exceptionally slow. No follow up requested.	8/7/2007	Communication Assistant was given typing test and meets typing requirements. Communication Assistant was also coached on the importance of maintaining typing speed.
50	7/23/2007	Customer attempted to call his daughter who is a TTY user and got a male Communication Assistant who would not identify himself but simply made a vulgar comment before hanging up. Customer acknowledged that he was calling from a correctional facility and wants to a follow up response by letter.	7/28/2007	An apology letter was written as a follow up to the customer.
51	7/16/2007	TTY customer stated that he has reached an answering machine. While the Communication Assistant was typing the answering machine message, the customer stated that he interrupted and began to type his message to be left on answering machine. Communication Assistant did not stop typing. Customer tried to interrupt a couple more times and each time the Communication Assistant continued typing. Customer stated he found this very frustrating. No follow up requested.	7/16/2007	Communication Assistant does not remember call or anyone typing during an answering machine, however she was reminded to always follow customer's instructions and if caller interrupts, to stop to listen to the customer.
52	6/27/2007	The customer called her parents and the Communication Assistant told her that they answered and then their line disconnected. Customer has spoken with her parents and they say they are not disconnecting. Customer believes that the Communication Assistant disconnected the call. She asked the Communication Assistant to transfer the call to Customer Service and he said he was unable to do so. No follow-up requested.	6/27/2007	Communication Assistant remembered this call and when trying to dial out, someone answered, but there was no response before the line disconnected. When asked to be transferred to Customer Service the Communication Assistant forgot the procedures to transfer and spoke with a Team Leader after the call and was coached on what to do

53	6/22/2007	TTY customer is not able to place long distance calls through Comcast. This is the second complaint. Opened trouble ticket. No follow-up requested.	6/29/2007	Communication Assistant stated that it was an error on her part because she did not use the proper COC when initially dialing, but noticed her mistake and attempted to correct it. She spoke with a Team Leader and was coached on the importance of following customer instructions.
54	6/20/2007	Voice customer deals with a lot of deaf consumers and states that messages left by Communication Assistants on her answering machine are unclear, inaudible and that they are speaking too fast. No follow up requested.	6/20/2007	Thanked customer and assured her that her concern would be addressed. Informed all Communication Assistants of proper procedures in regards to leaving messages on answering machines and reminded them to be clear and precise in the process.
55	6/4/2007	Customer shared feedback regarding accuracy of captions.	6/4/2007	Customer Service Representative apologized for incident and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant ID number for more specific follow up.